

## ***Educational Organisation Using ServiceNow***

**Team ID : NM2025TMID16583**

**Team Members : 4**

**Team Leader : SANDHIYA S**

**Team Member : VAMSIKA S**

**Team Member : ASHWINI M**

**Team Member : SANTHIYA T**

### **Problem Statement**

The Educational Management System is a comprehensive platform designed to streamline administrative tasks within educational institutions. It facilitates efficient management of student and teacher data, simplifies the admission process, and provides tools for monitoring student progress.

#### **Objective:**

1. to streamline and automate institutional operations.
2. improve the student and staff experience by providing personalized services and a unified platform.
3. enhance digital security, and foster innovation through data-driven insights.
4. providing self-service IT and student support, unifying departmental services for better collaboration.
5. leveraging AI/ML for enhanced decision-making and learning.

#### **Skills:**

1. JavaScript and Scripting: For automating application logic and customizing the platform.
2. Platform Administration: Fundamental knowledge of managing the ServiceNow platform.

3. Application Development: Building custom applications on the ServiceNow platform.
4. Problem-Solving: Diagnosing issues and developing effective solutions within the ServiceNow environment.

## **TASK INITIATION:**

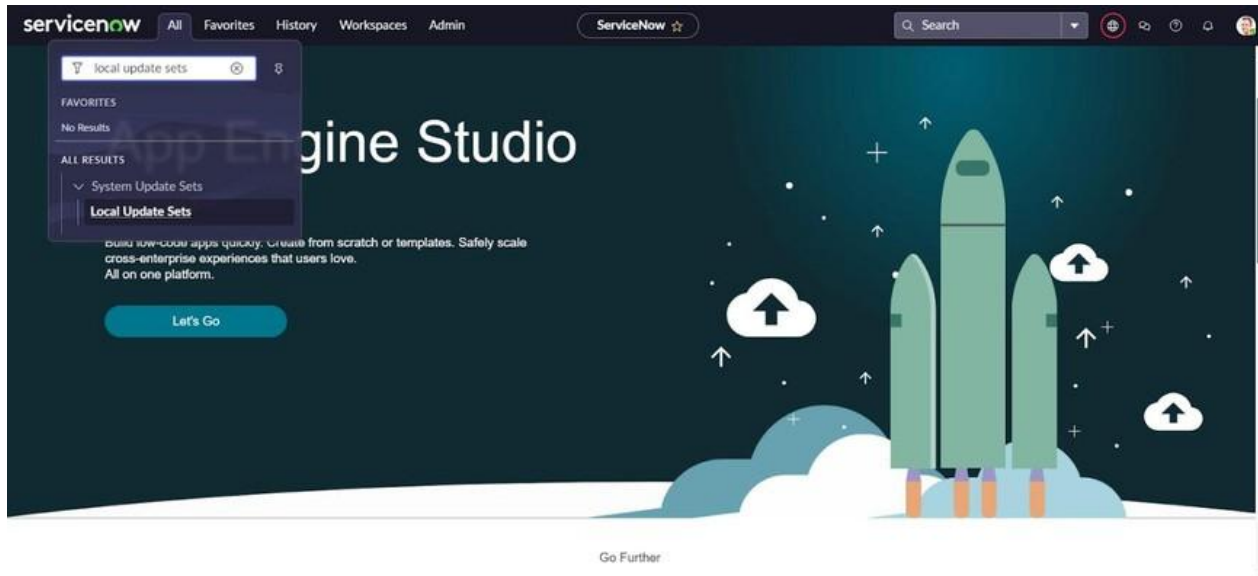
### **Milestone 1: User**

#### **Activity 1: Setting Up Your ServiceNow Instance:**

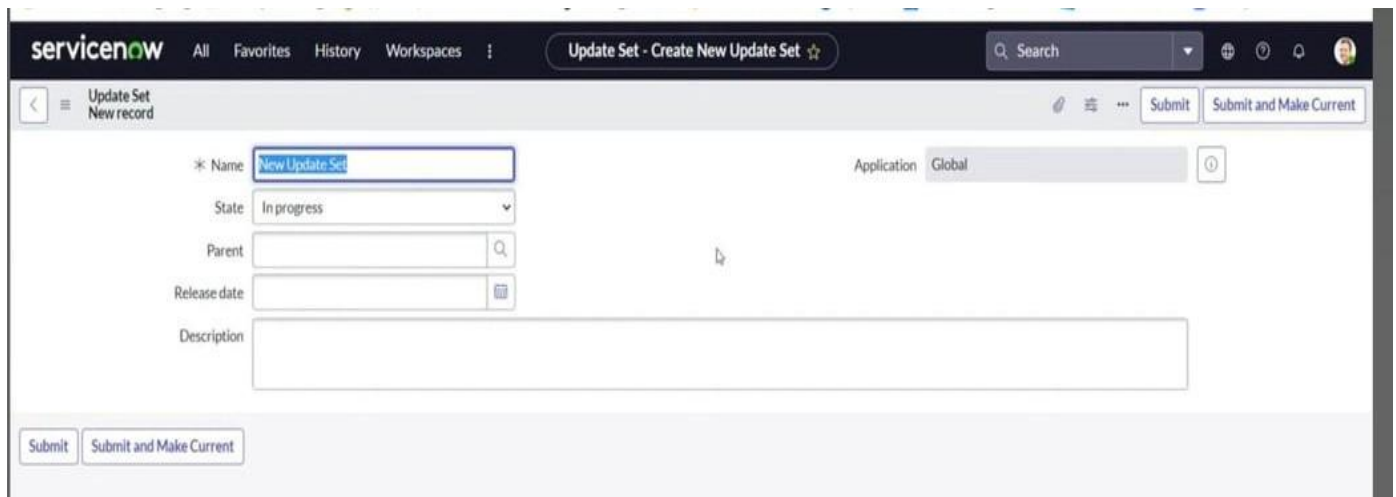
1. Sign up for a developer account on the ServiceNow Developer site "<https://developer.servicenow.com>".
2. Once logged in, navigate to the "Personal Developer Instance" section.
3. Click on "Request Instance" to create a new ServiceNow instance.
4. Fill out the required information and submit the request.
5. You'll receive an email with the instance details once it's ready.
6. Log in to your ServiceNow instance using the provided credentials.
7. Now you will navigate to the ServiceNow.

#### **Activity: Creating a Update Set:**

1. Click on All >> Local update sets > Click New.



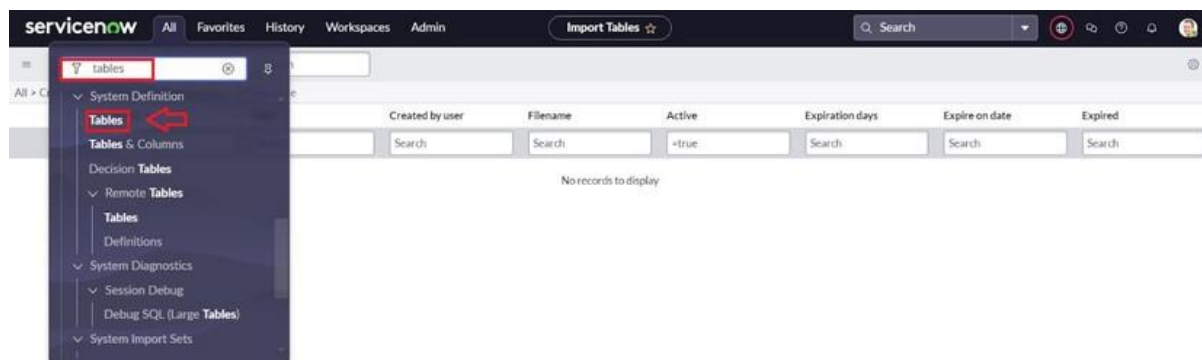
2. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.



## Milestone: *Creating a Table*

### **Activity 1:** Creating Salesforce Table.

1. All >> Tables > Click on new



2. Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.
3. Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

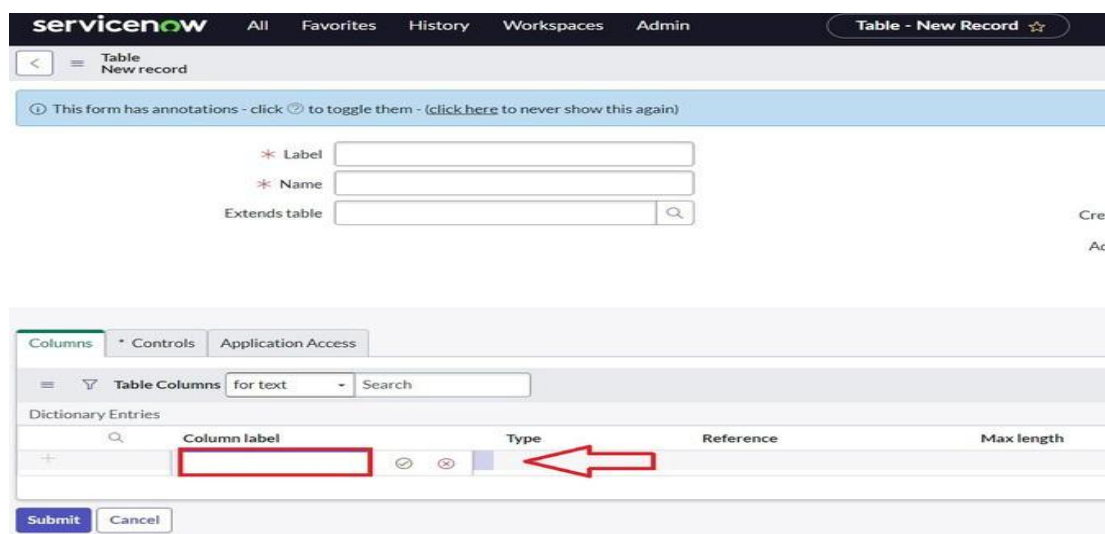


Table - New Record

This form has annotations - click to toggle them - (click here to never show this again)

\* Label

\* Name

Extends table

Columns \* Controls Application Access

Table Columns for text Search

Dictionary Entries

Column label	Type	Reference	Max length
<input type="text"/>	<input type="text"/>		

Submit Cancel


Table  
Salesforce

This record is in the Global application, but Educational Organisation is the current application. To edit this record click [here](#).

Admin Date	Date	(empty)	40	false
Admin Number	String	(empty)	40	javascript:getNextObjNumberPadded();
Father Cell	String	(empty)	40	false
Father Name	String	(empty)	40	false
Grade	Choice	(empty)	40	false
Mother Cell	String	(empty)	40	false
Mother Name	String	(empty)	40	false
Student Name	String	(empty)	40	false

- For “Admin Number” Give Display as True and right click on the togglebar on top >> save.
- Click on controls >> Enable Extensible.

Columns **Controls** Application Access

Extensible ☒ 


Live feed ☐

Prefix

Number

Number of digits

Create access controls ☒

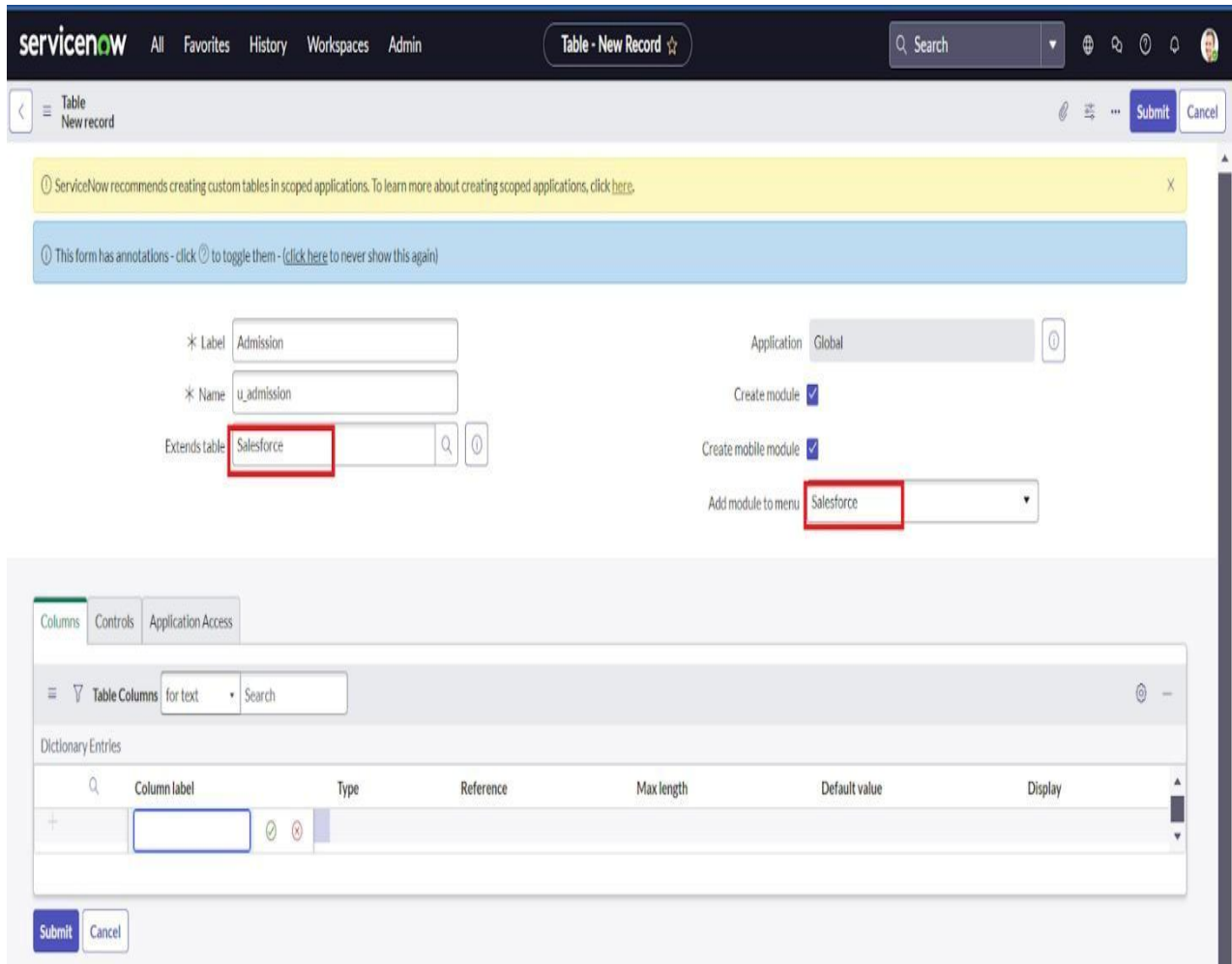
\* User role   

- Click on “Admin Number” column, In Related Links Click on AdvancedView >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

## **Activity 2:** Creating Admission Table

- Create an Admission Table with Columns given.

2. Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.



ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

This form has annotations - click ⓘ to toggle them - ([click here](#) to never show this again)

\* Label Admission

\* Name u\_admission

Extends table **Salesforce**

Application Global ⓘ

Create module ☒

Create mobile module ☒

Add module to menu **Salesforce**

Columns Controls Application Access

Table Columns for text Search ⓘ

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
+						

Submit Cancel

3. Create Fields as shown

Table Admission

Columns Controls Application Access

Table Columns for text Search

1 to 29 of 29 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)		32	false
Admin Status	Choice	(empty)		40	false
Admission Number	Reference	Salesforce		32	false
Area	String	(empty)		40	false
City	String	(empty)		40	false
Comments	String (Full UTF-8)	(empty)		255	false
District	String	(empty)		40	false
Fee	Price	(empty)		20	false
House No	String	(empty)		40	false
Mandal	String	(empty)		40	false
Pincode	Choice	(empty)		40	false
Purpose of join	Choice	(empty)		40	false
School	Choice	(empty)		40	false
School Area	Choice	(empty)		40	false
Class	System Class Name	(empty)		80	javascript:current.getTableNames();

### 3. Create choice for Admin Status as:

Dictionary Entry Admin Status

Create Choice List Delete Column Update

Create Choice List Delete Column Update

Related Links

Show Table

Run Point Scan

Advanced view

Access Controls Choices (7) Attributes Labels (1) Dictionary Overrides

Label Search

Actions on selected rows... New

Choices

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
Join in progress	In progress	en	2	false	2024-04-02 21:11:03
Joined	Joined	en	3	false	2024-04-02 21:11:26
Rejected	Rejected	en	4	false	2024-04-02 21:12:00
Closed	Closed	en	5	false	2024-04-02 21:13:05
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27

Insert a new row...

#### 4. Create choice for Pincode as:

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides						
<div> <div> <div></div> <div>Label</div> <div>Search</div> </div> <div> <div></div> <div>Actions on selected rows...</div> <div>New</div> </div> </div>						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
<input type="checkbox"/>	509358	509358	en	1	false	2024-04-02 21:15:19
	500079	500079	en	2	false	2024-04-02 21:15:46
	500081	500081	en	3	false	2024-04-02 21:16:05
+ Insert a new row...						

#### 5. Create choice for Purpose of Join as:

Access Controls Choices (3) Attributes Labels (1) Dictionary Overrides						
<div> <div> <div></div> <div>Label</div> <div>Search</div> </div> <div> <div></div> <div>Actions on selected rows...</div> <div>New</div> </div> </div>						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
	Tution	Tution	en	1	false	2024-04-02 21:17:09
	Coaching	Coaching	en	2	false	2024-04-02 21:17:31
	Teacher	Teacher	en	3	false	2024-04-02 21:17:53
+ Insert a new row...						

#### 7. Create choice for School as:

Access Controls Choices (2) Attributes Labels (1) Dictionary Overrides						
<div> <div> <div></div> <div>Label</div> <div>Search</div> </div> <div> <div></div> <div>Actions on selected rows...</div> <div>New</div> </div> </div>						
Choices						
<input type="checkbox"/>	Label	Value	Language	Sequence	Inactive	Updated
	Stanley	Stanley	en	1	false	2024-04-02 21:19:14
	Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35
+ Insert a new row...						

#### 8. Create choice for School Area as:



Access Controls

Choices (2)

Attributes

Labels (1)

Dictionary Overrides

≡

▼

Label

Search

⊗

—

Actions on selected rows...

New

Choices

Q

Label

Value

Language

Sequence

Inactive

Updated

Near Market

Near Market

en

1

false

2024-04-02 21:20:53

Near Bus Stand

Near Bus Stand

en

2

false

2024-04-02 21:21:24

+

Insert a new row...

### Activity 3: Creating Student Progress Table

1. Create a Student Progress Table with Columns given.
2. Select Add module to menu >> Salesforce.
3. Create Fields as shown:

X	Admission Number	Reference	Salesforce	32	false
X	English	String	(empty)	40	false
X	Hindi	String	(empty)	40	false
X	Maths	String	(empty)	40	false
X	Percentage	String	(empty)	40	false
X	Result	String	(empty)	40	false
X	Science	String	(empty)	40	false
X	Social	String	(empty)	40	false
X	Telugu	String	(empty)	40	false
X	Total	String	(empty)	40	false
Insert a new row...					

### Milestone : Form Layout

#### Activity 1 :

#### Configuring Table form for Student Progress Table

1. In the Student Progress Table Page , Click on Layout form .



Table student progress

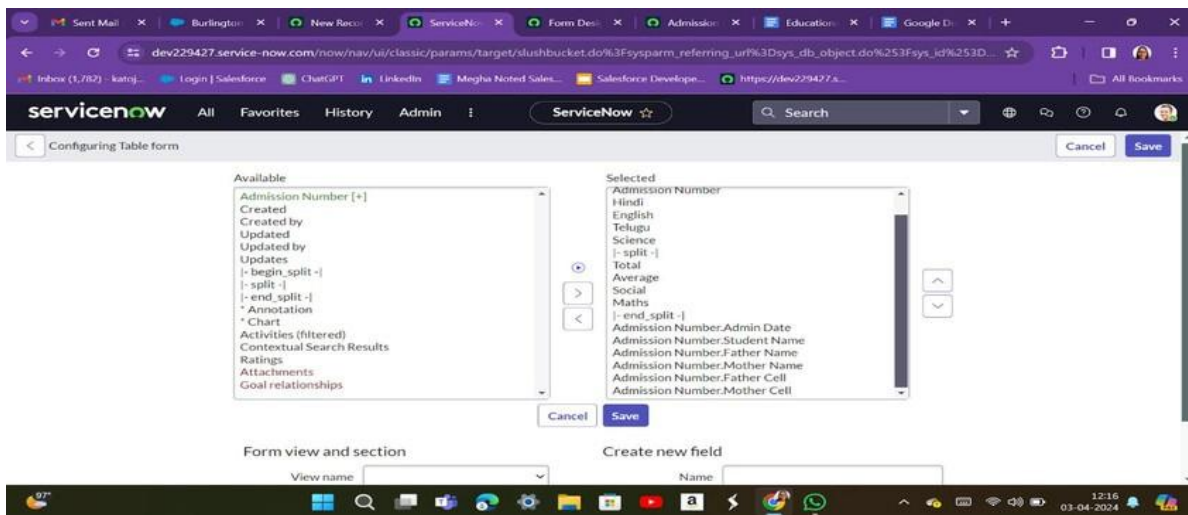
Telugu	String	(empty)	40
Total	String	(empty)	40
Insert a new row...			

Update Delete Delete All Records

Related Links

- [Design Form](#)
- [Layout Form](#)
- [Layout List](#)
- [Show Form](#)
- [Show List](#)
- [Show Schema Map](#)
- [Add to Service Catalog](#)
- [Run Point Scan](#)
- [Explore REST API](#)

2. Click on Admission Number [+].
3. Select below Admission Number fields in Available side and send it to selected side as below >> save.



Configuring Table form

Available

- Admission Number [+]
- Created
- Created by
- Updated
- Updated by
- Updates
- begin\_split -
- split -
- end\_split -
- \* Annotation
- Chart
- Activities (filtered)
- Contextual Search Results
- Ratings
- Attachments
- Goal relationships

Selected

- Admission Number
- Hindi
- English
- Telugu
- Science
- split -
- Total
- Average
- Social
- Maths
- end\_split -
- Admission Number.Admin Date
- Admission Number.Student Name
- Admission Number.Father Name
- Admission Number.Mother Name
- Admission Number.Father Cell
- Admission Number.Mother Cell

Cancel Save

Form view and section

View name

Create new field

Name


## Milestone : Form Design

### Activity 1 : Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .

**servicenow** All Favorites History Workspaces Admin Tables ☆  Actions on selected rows... New


All > Update name is not empty

Label	Name	Extends table	Extensible	Updated
<input type="text" value="salesforce"/> 	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-03-29 07:44:59
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2023-10-06 15:44:09

### 3. Right Click on top Toggle >> Configure >> Form Design.

**servicenow** All Favorites History Workspaces Admin Table - Salesforce ☆  Update Delete Delete All Records

Table Salesforce

This form has annotations - click  to toggle them - [click here](#) to never show this again

\* Label   
 \* Name


Columns Controls Application Access

Table Columns

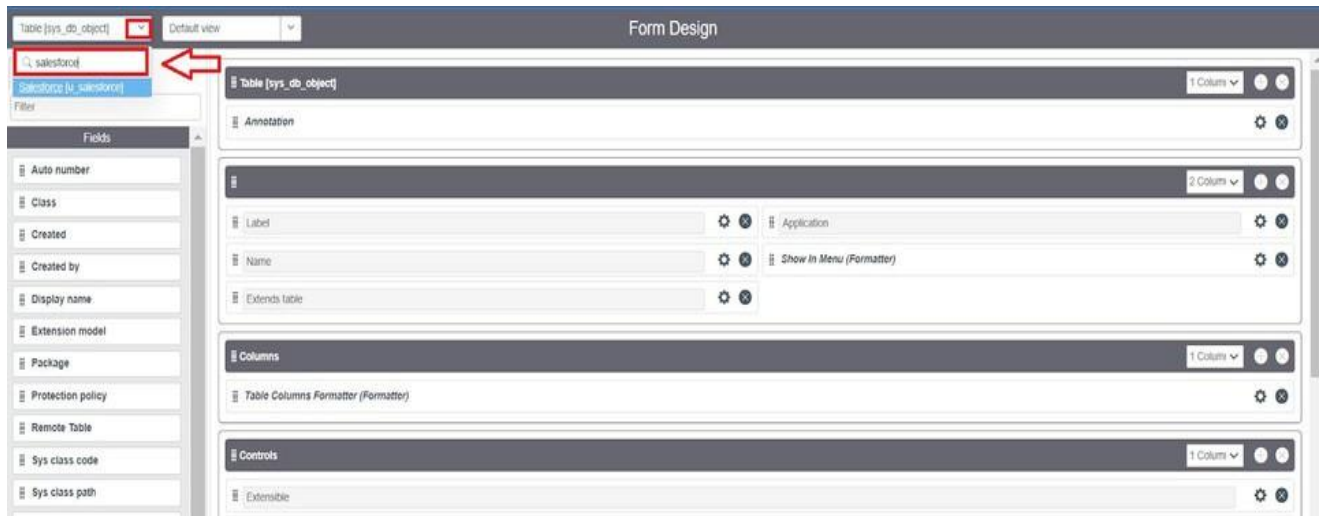
Dictionary Entries

Column label	Type	Reference	Max length	Default	Display
Class	System Class Name	(empty)	80	javascript:alert('Class Name: ' + this.name());	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Admin Date	Date	(empty)	40		false
Admin Number	String	(empty)	40	javascript:getNextObj(Number.Padded);	true

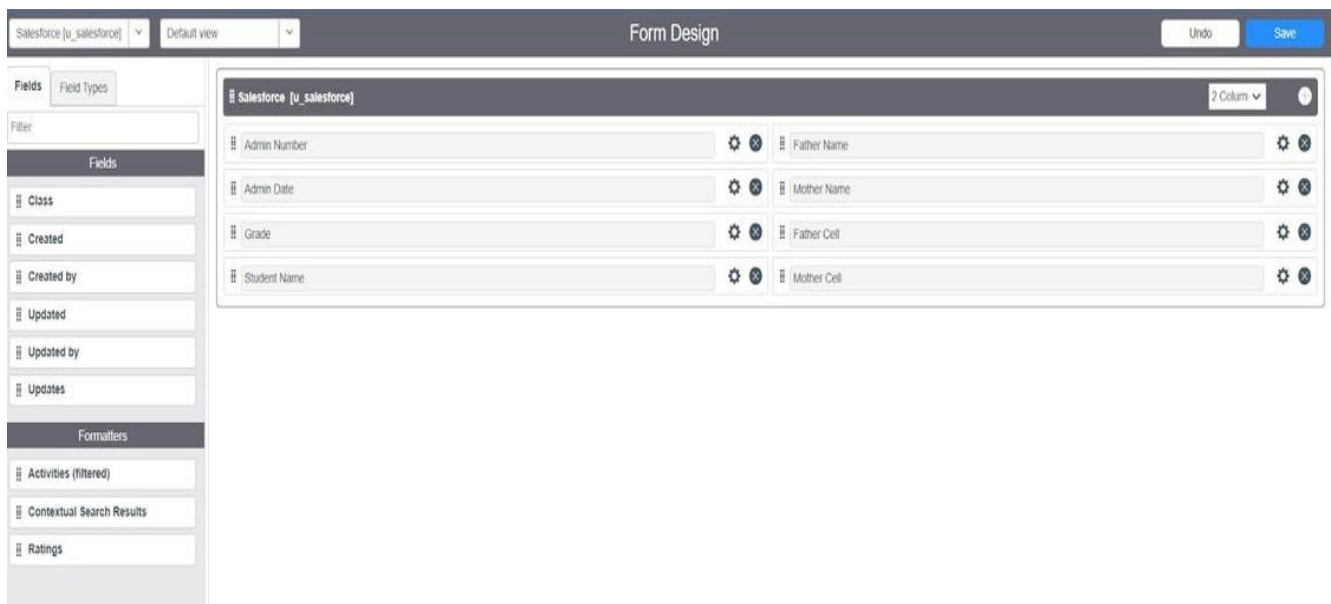
Save  
 Analyze Access  
 Show File Properties  
 Move to Application...  
 Show Latest Update  
 Create Child Table  
 Show Dictionary Record  
**Configure** >  
 Export >  
 View >  
 Create Favorite  
 Copy URL  
 Copy sys\_id  
 Show XML  
 History  
 Reload form

Form Builder  
**Form Design**   
 Form Layout  
 Related Lists  
 All  
 Table  
 Security Rules  
 Business Rules  
 Client Scripts  
 UI Policies  
 Data Policies  
 UI Actions  
 Notifications  
 Dictionary

### 4. In drop down select Salesforce(u\_salesforce).



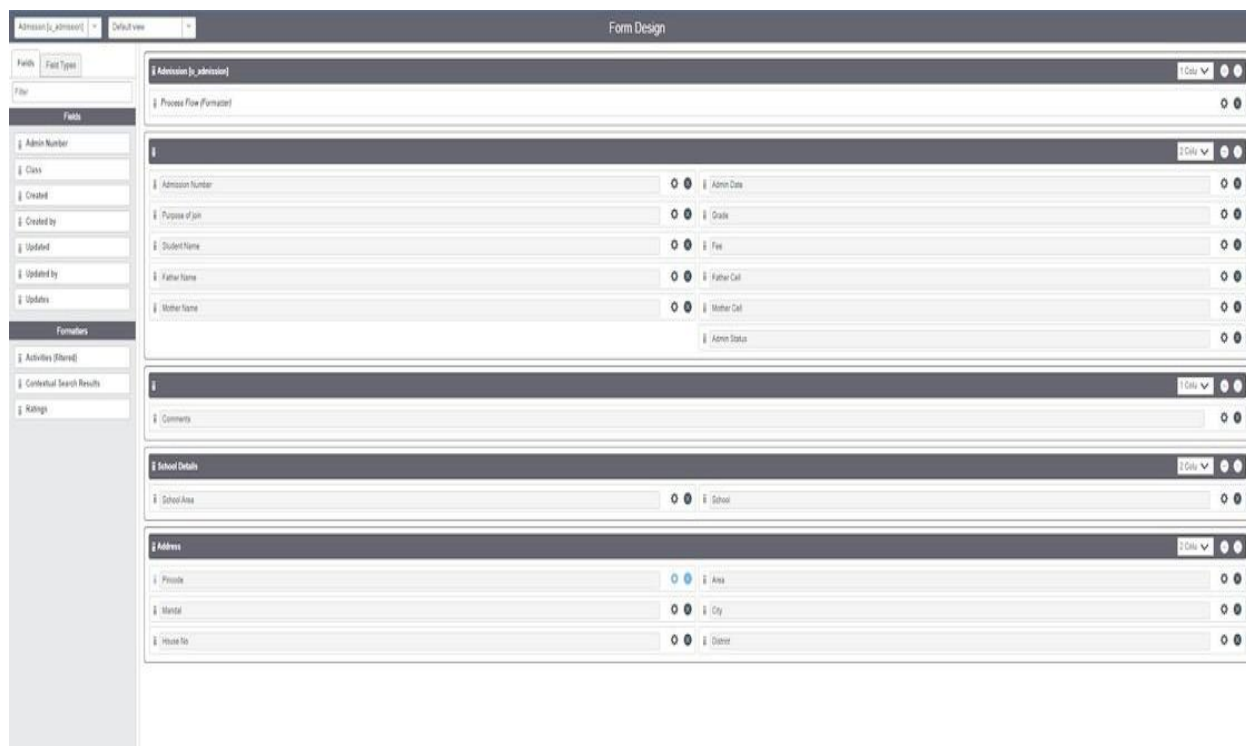
5. Drag and drop the fields to the left side as below.\*



6. Save.

## Activity 2 : Creating Form Design for Admission Table

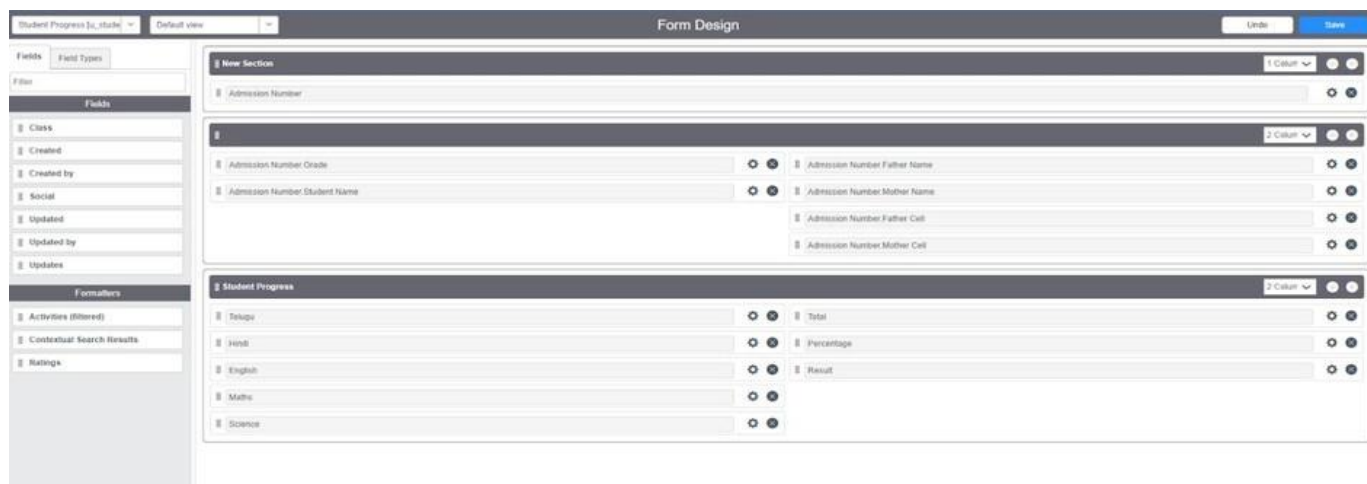
Follow the same steps as Activity 1, Configure the fields as below and Save.



The image shows a 'Form Design' interface for 'Admission [u\_admission]'. The left sidebar contains a 'Fields' list with categories like 'Fields' and 'Formatters'. The main area displays a form structure with sections: 'Process Flow (Formatter)', 'Admission Number', 'Purpose of join', 'Student Name', 'Father Name', 'Mother Name', 'Admission Date', 'Grade', 'Fee', 'Father Cell', 'Mother Cell', 'Admission Status', 'Comments', 'School Details', and 'Address'. Each field has a configuration icon (three dots) and a 'Date' dropdown.

### Activity 3 : Creating Form Design for Student progress Table

1. Follow the same steps as Activity1, Configure the fields as below and Save.



The image shows a 'Form Design' interface for 'Student Progress [u\_student]'. The left sidebar contains a 'Fields' list with categories like 'Fields' and 'Formatters'. The main area displays a form structure with sections: 'New Section', 'Admission Number', 'Admission Number Grade', 'Admission Number Student Name', 'Admission Number Father Name', 'Admission Number Mother Name', 'Admission Number Father Cell', 'Admission Number Mother Cell', 'Student Progress', 'Telugu', 'Hindi', 'English', 'Maths', 'Science', 'Total', 'Percentage', and 'Result'. Each field has a configuration icon (three dots) and a 'Date' dropdown.

### Milestone: *NumberMaintenance*

#### Activity : Creating Number Maintenance for Admin Number

1. All >> Number Maintenance >> New

servicenow All Favorites History Workspaces Admin Table - Salesforce ☆ Search

number

FAVORITES  
No Results

ALL RESULTS

System Definition

**Number Maintenance**

	Reference	Max length	Default value	Display
Class Name	(empty)	80	javascript:current.getTableName();	false
Created by	String	(empty)	40	false
Created	Date/Time	(empty)	40	false
Sys ID	Sys ID (GUID)	(empty)	32	false
Updates	Integer	(empty)	40	false
Updated by	String	(empty)	40	false

1 to 15 of 15 New

2. Fill the details >> Submit.

servicenow All Favorites History Workspaces Admin Number - SAL ☆ Search

Number SAL

Update Delete

\* Table Salesforce

Prefix SAL

\* Number 1,000

Application Global

Number of digits 7

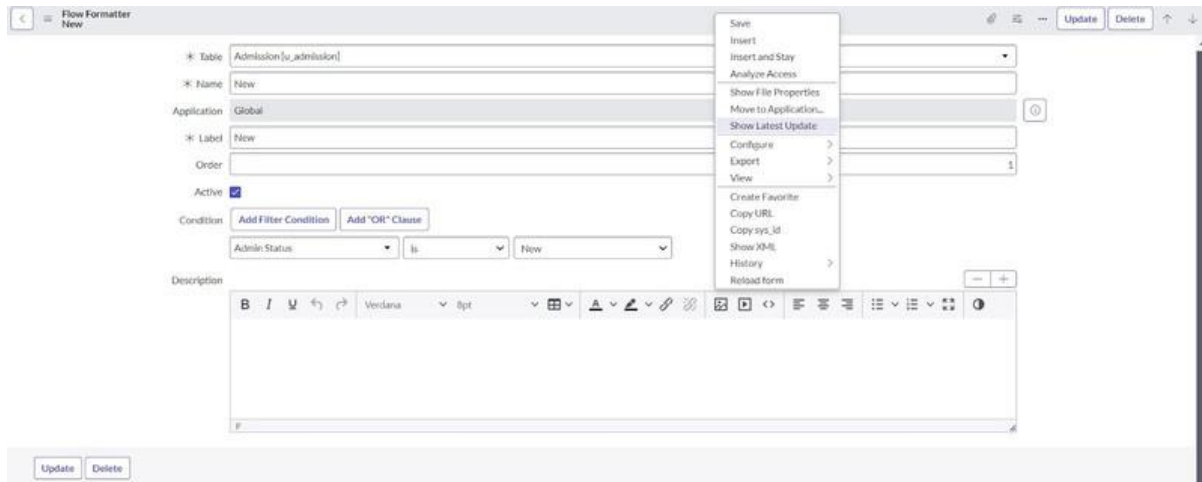
Update Delete

Related Links  
[Show Counter](#)

**Milestone : Process Flow**

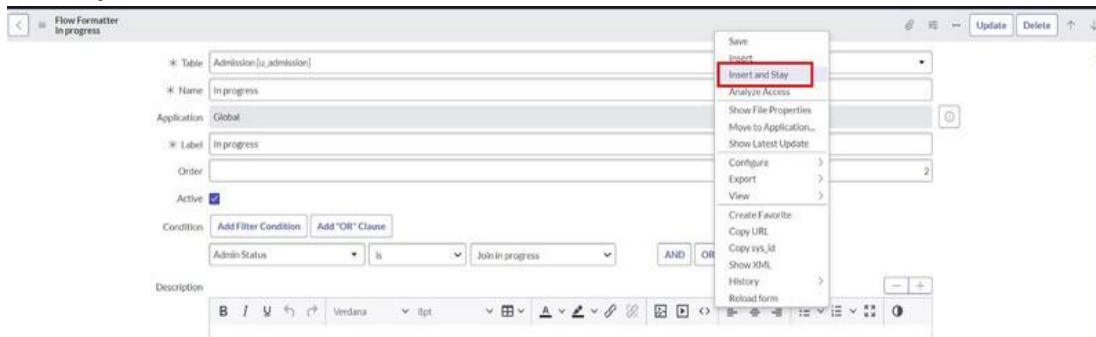
**Activity : Creating Process Flow for Admission Table.**

1.All >> Process Flow>> New >> Fill the Details as given Below.



2. Right Click on toggle and click on the save .

3. Replace the Name and Label as below and click on Insert on stay.



4. Replace the Name and Label in order and click on Insert on stay.

Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

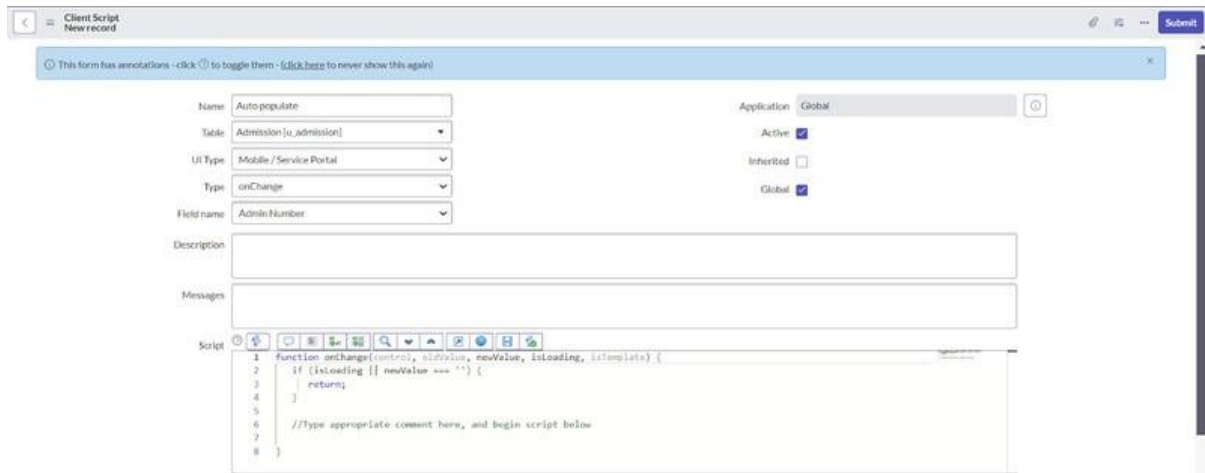
5. Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

## Milestone : *Client Script*

### Activity 1 : Creating “Auto populate” Client Scripts for Admission Table.

1. All >> Client Scripts >> New >> Fill the Details as given.





Client Script New record

This form has annotations - click ⓘ to toggle them - (click here to never show this again)

Name: Auto populate

Table: Admission[u\_admission]

UI Type: Mobile / Service Portal

Type: onChange

Field name: Admin Number

Application: Global ⓘ

Active: ☒

Inherited: ☐

Global: ☒

Description:

Messages:

Script

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7
8 }
  
```

2. Write the Code as below, Enable Isolate script and Save.

```

function onChange(control,oldValue,newValue,isLoading,isTemplate)
{ if (isLoading || newValue ===
") { return;
}
//Type appropriate comment here, and begin script below
var a = g_form.getReference('u_admission_number');
g_form.setValue('u_admin_date',a.u_admin_date);
g_form.setValue('u_grade',a.u_grade);
g_form.setValue('u_student_name',a.u_student_name);
g_form.setValue('u_father_name',a.u_father_name);
g_form.setValue('u_mother_name',a.u_mother_name);
g_form.setValue('u_father_cell',a.u_father_cell);
g_form.setValue('u_mother_cell',a.u_mother_cell);
  
```



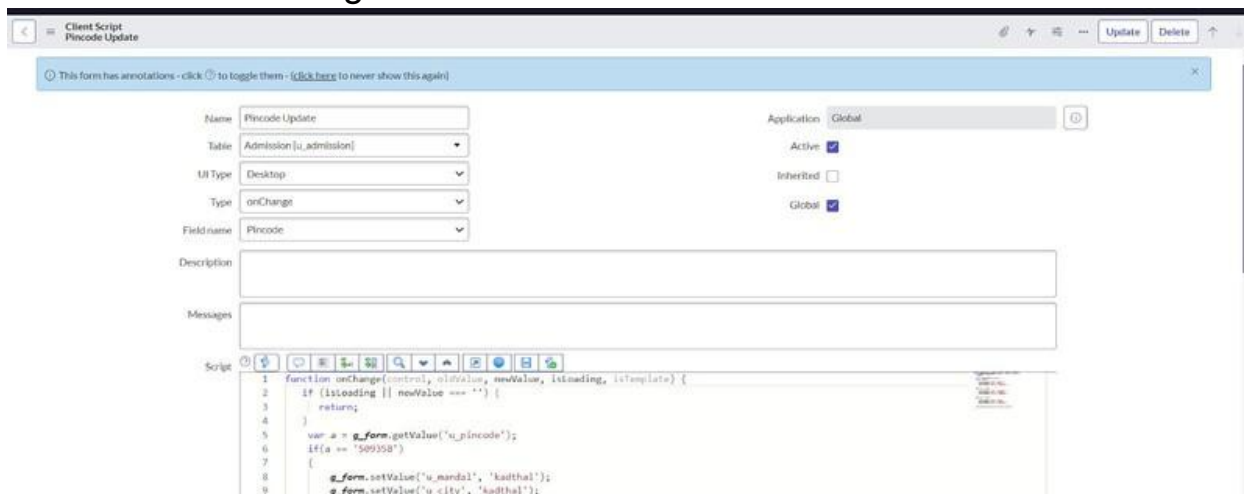
```
g_form.setDisabled('u_admin_date',a.u_admin_date);
g_form.setDisabled('u_grade',a.u_grade);
g_form.setDisabled('u_student_name',a.u_student_name);
g_form.setDisabled('u_father_name',a.u_father_name);
g_form.setDisabled('u_mother_name',a.u_mother_name);
g_form.setDisabled('u_father_cell',a.u_father_cell);
*g_form.setDisabled('u_mother_cell',a.u_mother_cell);
```

### 3. Click Update.

Note: Make sure the Field names should be the same as you created .

## **Activity 2 : Creating “Pincode Update” Client Scripts for Admission Table**

### 1. Fill the Details as given.



The screenshot shows the 'Client Script: Pincode Update' configuration window. It includes fields for Name, Table, UI Type, Type, Field name, Application, Active, Inherited, and Global. The 'Script' section contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5   var a = g_form.getValue('u_pincode');
6   if(a == '509358')
7   {
8     g_form.setValue('u_mandal', 'kadthal');
9     g_form.setValue('u_city', 'kadthal');
```

### 2. Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate)
{ if (isLoading || newValue ===
") { return;
}
//Type appropriate comment here, and begin script below
```

```
var a = g_form.getValue('u_pincode');
if(a == '509358')
{
g_form.setValue('u_mandal', 'kadthal');
g_form.setValue('u_city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');
}
```

```
else if(a == '500081')

{
g_form.setValue('u_mandal', 'karmanghat');
g_form.setValue('u_city', 'karmanghat');
g_form.setValue('u_district', 'RangaReddy');

}
else if(a == '500079')
{
```

```
g_form.setValue('u_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');

}
```

### Activity 3: Creating “Disable Fields” Client Scripts for Student progress Table.

1. Fill the Details as given.

Client Script  
Disable Fields
Update
Delete

This form has annotations - click to toggle them - (click here to never show this again)

Name
Disable Fields

Table
Student Progress [u\_student\_progress]

UI Type
All

Type
onLoad

Application
Global

Active
☒

Inherited
☐

Global
☒

Description

Messages

Script

```

1 function onLoad() {
2     //Type appropriate comment here, and begin script below
3     g_form.setDisabled('u_total',true);
4     g_form.setDisabled('u_percentage',true);
5     g_form.setDisabled('u_result',true);
6 }

```

2. Write the Code as below, Enable Isolate script and Save.

```
function onLoad() {

    //Type appropriate comment here, and begin script below

    g_form.setDisabled('u_total',true);

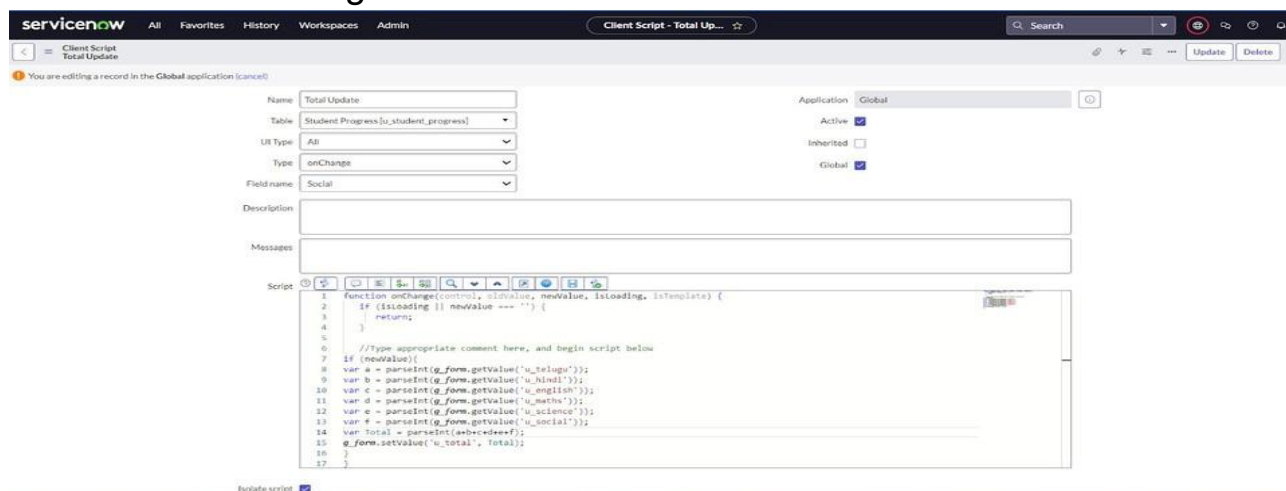
    g_form.setDisabled('u_percentage',true);

    g_form.setDisabled('u_result',true);

}
```

## Activity 4 : Creating “Total Update” Client Scripts for Student progress Table.

1. Fill the Details as given.



The screenshot shows the ServiceNow interface for configuring a Client Script. The script is named 'Total Update' and is associated with the 'Student Progress' table. The script type is 'onChange' and it is triggered on the 'Social' field. The script is active and global. The script code is as follows:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2     if (isLoading || newValue === '') {
3         return;
4     }
5
6     //Type appropriate comment here, and begin script below
7     if (newValue){
8         var a = parseInt(g_form.getValue('u_telugu'));
9         var b = parseInt(g_form.getValue('u_hindi'));
10        var c = parseInt(g_form.getValue('u_english'));
11        var d = parseInt(g_form.getValue('u_maths'));
12        var e = parseInt(g_form.getValue('u_science'));
13        var f = parseInt(g_form.getValue('u_social'));
14        var total = parseInt(a+b+c+d+e+f);
15        g_form.setValue('u_total', total);
16    }
17 }
```

2. Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {

    if (isLoading || newValue === '') { return;

    }

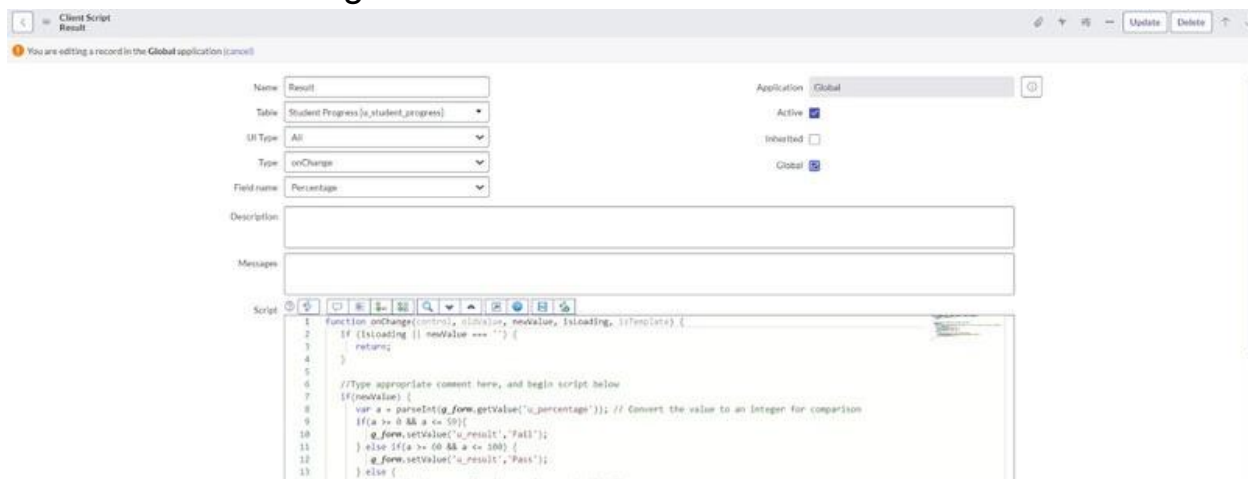
    //Type appropriate comment here, and begin script below

    if (newValue){ var a = parseInt(g_form.getValue('u_telugu'));
    var b = parseInt(g_form.getValue('u_hindi')); var c =
    parseInt(g_form.getValue('u_english')); var d =
```

```
parseInt(g_form.getValue('u_maths')); var e =
parseInt(g_form.getValue('u_science')); var f =
parseInt(g_form.getValue('u_social'));
var Total = parseInt(a+b+c+d+e+f); g_form.setValue('u_total',
Total); } }
```

## Activity 5 : Creating “Result” Client Scripts for Student progress Table.

1. Fill the Details as given.



The screenshot shows the 'Client Script' editor for the 'Result' field. The field is part of the 'Student Progress [u\_student\_progress]' table. The 'Type' is set to 'onChange' and the 'Field name' is 'Percentage'. The 'Application' is 'Global'. The 'Script' area contains the following code:

```
1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') {
3     return;
4   }
5
6   //Type appropriate comment here, and begin script below
7   if(newValue) {
8     var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
9     if(a >= 0 && a <= 50){
10       g_form.setValue('u_result', 'Fail');
11     } else if(a >= 60 && a <= 100) {
12       g_form.setValue('u_result', 'Pass');
13     } else {
```

2. Write the Code as below, Enable Isolate script and Save.

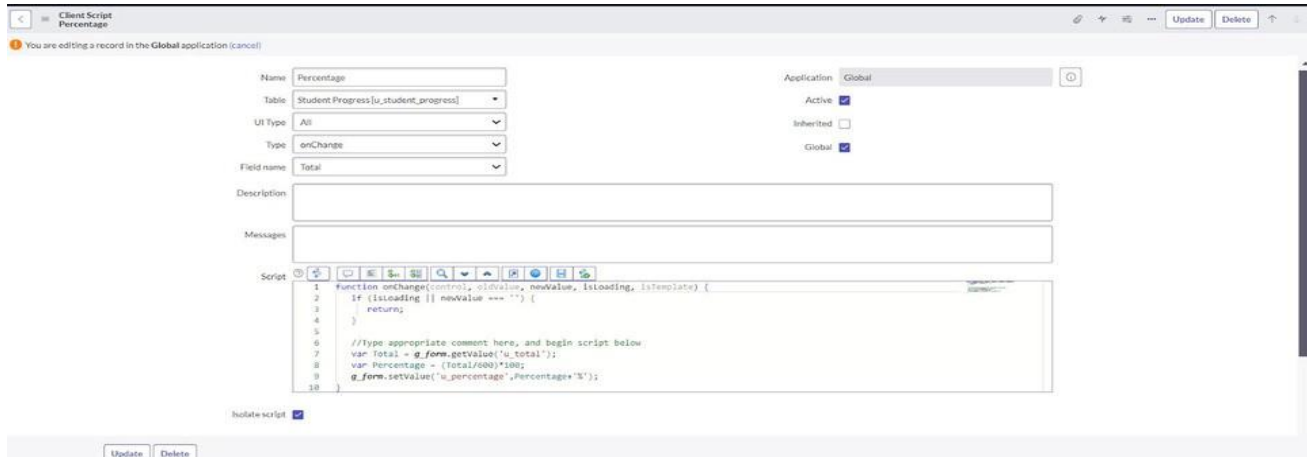
```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') { return;
}
}
```

```
//Type appropriate comment here, and begin script below
if(newValue) {
    var a = parseInt(g_form.getValue('u_percentage')); // Convert the value
to an integer for comparison if(a >= 0
    && a <= 59){
    g_form.setValue('u_result','Fail');
    } else if(a >= 60 && a <= 100) {
        g_form.setValue('u_result','Pass');
    } else {
        // Handle the case if a is out of range (optional)
        g_form.addErrorMessage('Percentage should be between 0 and
100.');
```

```
        g_form.clearValue('u_result');
    }
}
}
```

### **Activity 6 : Creating “Percentage” Client Scripts for Student progress Table.**

1. Fill the Details as given.



The screenshot shows the 'Client Script' editor in ServiceNow. The 'Name' field is 'Percentage', 'Table' is 'Student Progress[u\_student\_progress]', 'UI Type' is 'All', 'Type' is 'onChange', and 'Field name' is 'Total'. The 'Application' is 'Global'. The 'Script' area contains the following code:

```

1 function onChange(control, oldValue, newValue, isLoading, isTemplate) {
2   if (isLoading || newValue === '') { return;
3   }
4   }
5   //Type appropriate comment here, and begin script below
6   var Total = g_form.getValue('u_total'); var Percentage =
7   (Total/600)*100;
8   g_form.setValue('u_percentage',Percentage+'%');
9 }
  
```

At the bottom, the 'Isolate script' checkbox is checked.

2. Write the Code as below, Enable Isolate script and Save.

```

function onChange(control, oldValue, newValue, isLoading, isTemplate) {
  if (isLoading || newValue === '') { return;
  }
  //Type appropriate comment here, and begin script below
  var Total = g_form.getValue('u_total'); var Percentage =
  (Total/600)*100;
  g_form.setValue('u_percentage',Percentage+'%');
}
  
```

## Conclusion :

*The Project “Educational Organisation using ServiceNow” helps in modernizing student and staff experiences, automating administrative tasks, streamlining IT operations.*

*This project centralizes knowledge, speeds up incident resolution, and provides customizable apps, leading to better learning experiences, enhanced security, and more efficient operations.*

*An educational organization uses ServiceNow to support its operations by automating and streamlining various campus functions, including IT, HR, and student services, thereby improving efficiency.*

*Educational organizations using ServiceNow it improves us by enhancing the student and staff experience through streamlined self-service portals and automated workflows, improving IT infrastructure management with unified platforms, and gaining insights through AI and analytics to optimize operations and resources.*